<table>
<thead>
<tr>
<th>INSTRUCTOR:</th>
<th>Elizabeth Moore</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTRUCTOR REPLACEMENT PROCEDURE:</td>
<td>LCC reserves the right to provide a substitute instructor in the event the regularly scheduled instructor for the class becomes ill or is not able to continue in the course.</td>
</tr>
<tr>
<td>DEPARTMENT:</td>
<td>English and Communication</td>
</tr>
<tr>
<td>PHONE NUMBER/EXTENSION:</td>
<td>(901) 303-8684</td>
</tr>
<tr>
<td>E-MAIL ADDRESS:</td>
<td>Canvas Inbox</td>
</tr>
<tr>
<td>CAMPUS/OFFICE LOCATION:</td>
<td>Virtual Office / Chat Tool or by phone</td>
</tr>
<tr>
<td></td>
<td>Monday &amp; Wednesday 9:00am - 10:00am</td>
</tr>
<tr>
<td>COURSE TITLE:</td>
<td>Introduction to Speech Communication</td>
</tr>
<tr>
<td>COURSE NUMBER:</td>
<td>1311</td>
</tr>
<tr>
<td>COURSE LEVEL:</td>
<td>Transfer Level</td>
</tr>
<tr>
<td>CONTACT HOURS (RANGE FOR STATE INFORMATION):</td>
<td>48</td>
</tr>
<tr>
<td>LAB:</td>
<td>0</td>
</tr>
</tbody>
</table>
| TEXTBOOKS/MATERIALS:  | Author: O'Hair, D., Wiemann, M., Mullin, D., & Teven, J.  
|                       | Title: Real Communication: An Introduction       |
|                       | Edition: 3rd                                      |
|                       | Publisher: Bedford Saint Martin's                 |
|                       | ISBN #: 1457662922                                |

Course materials will be delivered through Canvas, the institution’s learning management system. For online exams, this course requires the use of Respondus LockDown Browser and Monitor. A webcam with a microphone will also be required for online exams. In some cases students can take their exams in a proctored testing lab and Respondus Monitor would not be needed. Respondus LockDown Browser is always required to maintain the integrity of all exams. For details refer to the section titled “Additional Course Information”.

<table>
<thead>
<tr>
<th>CORE or NON-CORE Course:</th>
<th>CORE – Component Area Option - A CAPP, Communication II</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE TYPE:</td>
<td>Fully Distance Education Course: A course, which may have mandatory face-to-face sessions totaling no more than 15 percent of the instructional time. Examples of face-to-face sessions include orientation, laboratory, exam review, or an in-person test.</td>
</tr>
<tr>
<td>COURSE DESCRIPTION:</td>
<td>The general purpose of SPCH 1311 is to provide the means to improve student’s human communication skills in a variety of contexts including interpersonal, small group, and public speaking. Prerequisites: 12.0 reading level and eligibility for ENGL 1301.</td>
</tr>
<tr>
<td>END-OF-COURSE OUTCOMES:</td>
<td>Upon successful completion of this course, students will: 1. Apply the principles of human communication including: perception, verbal communication, nonverbal communication, listening, and audience analysis. 2. Demonstrate how to establish and maintain relationships</td>
</tr>
</tbody>
</table>
through the use of interpersonal communication.
3. Apply small group communication skills including: problem solving, group roles, leadership styles, and cohesiveness.
4. Develop, research, organize, and deliver formal public speeches
5. Recognize how to communicate within diverse environments

| GENERAL EDUCATION COMPETENCIES: | Laredo Community College has identified six core objectives. They are:

1. **Communication:** Laredo Community College students develop and express ideas through effective written, oral, or visual communication for various academic and professional contexts.

2. **Critical Thinking:** Laredo Community College students demonstrate the ability to design, analyze, synthesize and/or evaluate information to achieve a desired goal.

3. **Empirical and Quantitative Skills:** Laredo Community College students apply scientific and mathematical concepts to analyze and solve problems.

4. **Teamwork:** Laredo Community College students consider different points of view and work effectively with others to support a shared purpose or goal.

5. **Personal Responsibility:** Laredo Community College students connect choices, actions, and consequences to ethical decision-making.

6. **Social Responsibility:** Laredo Community College students demonstrate intercultural competency, civic knowledge, and the ability to engage effectively in regional, national, and/or global communities.

**Disclaimer:** General Education competencies will apply only to Core Curriculum courses.

| QUALITY ENHANCEMENT PLAN (QEP) | The QEP is a long-term institutional commitment designed to improve student learning. The improvement of reading and reading comprehension was selected by the students, faculty, staff, and administration of LCC as the focus of our QEP. The diverse reading materials assigned in this course should help you to improve your basic reading and reading comprehension skills necessary to succeed in college.

Reading: Gateway to Learning | Refer to attachment.

| SCANS COMPETENCIES: | Results of personal classroom interaction, exams, and speech presentations (group, and individual).

| SCANS ASSESSMENT: | Class discussions, audiovisual materials, handouts, assignments, and presentations.

| TEACHING STRATEGIES/METHODS OF INSTRUCTION: |
OUTCOMES ASSESSMENT:  
Student’s success will be determined on the level of proficiency demonstrated on assignments, exams, quizzes, and participation.

Course Grade Breakdown:

- Presentations: 20%
- Group Analysis: 10%
- Exams: 20%
- Quizzes: 16%
- Paper: 10%
- Discussion: 24%

Students will attain a grade of 70% or higher on the final course average.

EXTERNAL ASSESSMENTS:
Students enrolled in this course may be randomly selected to participate in external assessments to determine educational gains. You may be asked to provide assignments, which may be included in course portfolios and used for evaluation of General Education Competencies. In addition, you may be selected to participate in the completion of surveys and/or be selected to take tests, which will gauge your overall improvement in reading, writing, critical thinking, and mathematics. These activities are designed to collectively monitor your overall progress as a higher education student.

METHODS AND CRITERIA FOR EVALUATION:

<table>
<thead>
<tr>
<th>Evaluation Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informative Speech</td>
<td>10%</td>
</tr>
<tr>
<td>Service-Learning Project</td>
<td>10%</td>
</tr>
<tr>
<td>Group Analysis</td>
<td>10%</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>10%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>10%</td>
</tr>
<tr>
<td>Quizzes</td>
<td>16%</td>
</tr>
<tr>
<td>Discussions</td>
<td>24%</td>
</tr>
<tr>
<td>Interpersonal Reflection Paper</td>
<td>10%</td>
</tr>
</tbody>
</table>

GRADING SCALE:

- A ……… Excellent, 100-90%
- B ……… Good, 89-80%
- C ……… Average, 79-70%
- D ……… Poor, 69-60%
- F ……… Fail, 59% or below
- F_ …….. Failure, Non-Participatory
- I …………. Incomplete
- W ……….. Withdrawal
- NC ……… No Credit
- NC_ ……. No Credit, Non-Participatory
- NC_DV .. No Credit, Developmental
- NCDV … No Credit, Developmental, Non-Participatory
- P ……….. Pass
- NP ……… No Pass
- AU …….. Audit

Students must access the Semester Progress Report and Final Grades through PASPort (http://pasport.laredo.edu).
Instructors will notify students of the window of availability for grades.

Attendance records will be kept for the first twelve (12) days during the Fall Semester and the Spring Semester, for the first two (2) class days during the Maymester, and for the first four (4) class days during the Summer Sessions.

Students enrolled in a Face-to-Face course or a Hybrid/Blended course will need to physically show up to class within the first twelve (12) class days of the Fall or Spring Semester, within the first two (2) class days of the Maymester or within the first four (4) class days of a Summer Session to remain officially enrolled in the course beyond the census date.

Students enrolled in a Fully Distance Education course will need to log in within the first twelve (12) days of the Fall or Spring Semester, within the first two (2) class days of the Maymester or within the first four (4) class days of a Summer Session to remain officially enrolled in the course beyond the census date.

Students will be withdrawn administratively from the course should they fail to abide by this rule. Once the official census date for the semester or session has passed, no formal attendance will be required except for programs where the respective accreditation agency requires attendance records.

Students who do not intend to remain enrolled after attending at least one class day must initiate a drop request from any or all classes by submitting a drop slip to the Enrollment and Registration Services Center or through PASPort. Responsibility for class attendance rests with the student. Regular and punctual attendance is expected.

It is advised that a student contact Financial Aid Center at either campus prior to dropping a course.

Absence From Final Examinations:
A student who is absent from a final examination receives a grade of "0" for the examination and a grade of "F" for the course. Any students authorized to be absent from a final examination receive a grade of “I” on their transcript until they take the final examination. Such students must take the final exam within four months. Final exams cannot be re-taken. The instructor will submit a Grade Change Form to change the previously submitted incomplete grade to an “F” if the student does not meet the 4 month deadline.

Other Policies (LCC and State-Wide):
A. 3-peat—If a student signs up for a class for a third time, even if he/she dropped or failed it before, the State will not provide funding for that student and the student will be required to pay an additional fee.

B. 6 W’s—Beginning Fall 2007, students cannot drop more than 6 classes throughout their college career. Any subsequent drops will become F’s. The rule includes credits earned at all Texas colleges/universities, and W’s will carry over when transferring to other institutions.

C. Finishing on time—The State expects students to graduate on time. Students who obtain 90 or more credit hours at a
Community College are no longer eligible for financial aid.

D. **Bacterial Meningitis Vaccination Requirement effective Spring 2012; update effective October 1, 2013.**

- Per Texas State Law (SB 62), students who meet the criteria below must provide proper documentation that they have received the bacterial meningitis vaccination within the last five years and at least 10 calendar days before the beginning of the semester.
- All new or transfer students under age 22.
- All returning students under the age of 22, who have experienced a break in enrollment of at least one fall or spring term.
- Students enrolled in online courses that physically attend classes or come to campus within the semester.

Vaccination records must be submitted to LCC’s Campus Nurse at the Health Services Center.

**SPECIAL SERVICES CENTER:**

- Fort McIntosh Campus – Lerma Pena Building Room 250
- South Campus – Senator Judith Zaffirini Library, Learning Enrichment Center Room B209

Fort McIntosh and South Campus Phone Number: (956) 721-5137

A student with disabilities, including learning disabilities, who wishes to request special accommodations for this class, must be registered with the Special Services Center. A student needs to contact the Special Services Center early in the semester or before the semester starts so that appropriate arrangements may be made. In accordance with Federal Law, a student requesting accommodations must provide documentation of his/her disability to the Special Services Counselor. Once a student’s disability has been verified by the Special Services Counselor, letters of accommodation will be provided to the student who will in turn provide them to the instructor for signature. The student will return the signed original letter of accommodation to the Special Service Center. The letter of accommodation goes into effect the date the instructor signs. Grades earned prior to providing the letter of accommodation to the instructor will remain the same. For additional information, call to schedule an appointment to register with the Special Services Center and to meet with the Counselor. For more information about the process, students can go to www.laredo.edu/cms/lcc/student_services/Special_Services_Center/eligibility/.

The instructor is not required to provide accommodations if the letter of accommodation from the Special Services Center has not been provided by the student. A Special Services student with accommodations is still required to meet all course/program outcomes, including attendance. If a student makes a voluntary verbal self-disclosure of a disability, the instructor needs to refer the student to the Special Services Center.

A pregnant student is required to meet all course/program outcomes, including attendance. There may be contaminants present in clinical area(s) that could adversely affect a fetus. It is advisable for the student to contact her obstetrician, once pregnancy has been confirmed, to ensure that there are no medical concerns/limitations to continuing her courses.
### GRADE APPEAL:

Dean of Student Affairs  
- Fort McIntosh Campus – Elpha Lee West Building Room 111  
- Phone Number: (956) 794-4988

A student who wishes to question a grade received for a class should first discuss the situation with the instructor of record who issued the grade. If the issue is not resolved, the student should contact the appropriate Department Chairperson to review the concern. If the student is not satisfied with the Department Chairperson’s decision, the student may contact the appropriate Dean of Instruction for assistance. If necessary, the student may request a review by the Associate Vice President for Instruction; followed by the Vice President for Instruction & Student Services after all other avenues have been exhausted. Established departmental procedures will be utilized to resolve concerns related to grades received for a class.

Students may contact the Office of the Dean of Student Affairs for additional information.

### TIME LIMIT FOR APPEALING A GRADE:

A student who wishes to question a grade received for a class should first discuss the situation with the instructor of record who issued the grade. If the issue is not resolved, the student should contact the appropriate Department Chairperson to review the concern. If the student is not satisfied with the Department Chairperson’s decision, the student may contact the appropriate Dean of Instruction for assistance. If necessary, the student may request a review by the Associate Vice President for Instruction; followed by the Vice President for Instruction & Student Services after all other avenues have been exhausted. Established departmental procedures will be utilized to resolve concerns related to grades received for a class.

Students may contact the Office of the Dean of Student Affairs for additional information.

### STUDENT BEHAVIOR:

Associate Vice President for Student Services  
- Fort McIntosh Campus – Elpha Lee West Building Room 114  
- Phone Number: (956) 721-5417

Dean of Student Affairs  
- Fort McIntosh Campus – Elpha Lee West Building Room 111  
- Phone Number: (956) 794-4988

#### Code of Student Conduct & Discipline

Each student is expected to be fully acquainted with all published policies, rules, and regulations of the College, copies of which shall be available to each student for review at LCC’s website at [www.laredo.edu](http://www.laredo.edu) (Student Life/Student Handbook/Student Rights and Responsibilities) and the Associate Vice President for Student Services or the Office of the Dean of Student Affairs. Laredo Community College will hold each student responsible for compliance with these policies, rules, and regulations. The student is responsible for obtaining published materials to update the items in this Code. Students are also expected to comply with all federal, state, and local laws. This principle extends to conduct off campus which is likely to have an adverse effect on Laredo Community College or on the educational process.

#### Student Misconduct

Each student is expected to conduct him/herself in a manner consistent with the college's functions as an educational institution. Specific examples of misconduct and the disciplinary process are located at LCC’s website at [www.laredo.edu](http://www.laredo.edu) (Student Life/Student Handbook/Student Rights and Responsibilities).

#### Use of Electronic Devices

The use of an electronic device shall not interfere with the instructional, administrative, student activities, public service, and other authorized activities on College District premises. Unless prior authorization is obtained from the instructor or respective College District official, the use of an electronic device is expressly prohibited in classrooms, laboratories, clinical settings, and designated quiet areas on College District premises. Certain violations of this policy may be excused in the case of emergencies or other extenuating circumstances provided that prior approval is obtained from the instructor or respective College District official.
The use of electronic equipment capable of capturing still or moving images in any location where individuals may reasonably expect a right to privacy is not authorized on College District premises. Noncompliance with these provisions shall be considered a violation of Board adopted policy and shall warrant appropriate disciplinary action.

**Scholastic Dishonesty**

“Scholastic dishonesty” shall include, but is not limited to, cheating, plagiarism, and collusion.

“**Cheating**” shall include, but shall not be limited to:

- Copying from another student's test or class work;
- Using test materials not authorized by the person administering the test;
- Collaborating with or seeking aid from another student during a test without permission from the test administrator;
- Knowingly using, buying, selling, stealing, or soliciting, in whole or part, the contents of an unadministered test, paper, or another assignment;
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test;
- Substituting for another student, or permitting another student to substitute for one’s self, to take a test;
- Bribing another person to obtain an unadministered test or information about an unadministered test; or
- Manipulating a test, assignment, or final course grades.

“**Plagiarism**” shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another’s work and the unacknowledged submission or incorporation of it in one's own written work.

“**Collusion**” shall be defined as the unauthorized collaboration with another person in preparing written work for fulfilment of course requirements.

Procedures for discipline due to scholastic dishonesty shall be the same as in student disciplinary actions, except that all scholastic dishonesty actions shall be first considered and reviewed by the faculty member.

**For additional information please refer to: Student Policies - LCC Policy Manual.**

The LCC Policy Manual is available online and includes all Federal, State, and Local Policies applicable to the College. Students may access the LCC Policy Manual through LCC’s website at [www.laredo.edu](http://www.laredo.edu) (About LCC/Manual of Policy).
**EMERGENCY PROCEDURES:**

**IN CASE OF EMERGENCY,**

From an LCC phone, dial 111.
From a Cell phone, dial 911.

**LCC Campus Police Offices**
- Fort McIntosh Campus – Building P-64 Room 102
- South Campus – Henry Cuellar Protective Services Center Room 130

**LCC Alert System:** Safety and security for LCC are paramount. When an emergency arises, LCC will provide the campus community with information as rapidly and as efficiently as possible. Student basic contact information is entered by the College into the LCC Alert System from information supplied at registration. Students are encouraged to review and update their information upon receiving an e-mail invitation from the LCC Alert Administrator. This e-mail message will be sent out at the start of the student’s first semester on campus.

Students can update their information, as needed, at [http://www.laredo.edu/lccalert](http://www.laredo.edu/lccalert).

**Emergencies:** In case of an emergency, contact Campus Police. Campus Police will then dispatch a police officer to the site and alert emergency personnel. If it is determined that a notification needs to be sent out after an emergency is reported, the notification will provide information on what to do.

When a person calls 111 or 911, Campus Police strongly encourages the caller to provide the following information: name, the location from where they are calling, the location of the emergency, and the type of emergency. The caller is to remain on the phone with the dispatcher until emergency responders arrive.

**DISCLAIMER:**

Every attempt has been made to make the contents of this syllabus informative and accurate. Content of the syllabus is subject to revision and change in the event of extenuating circumstances. Changes will be made available to you electronically.

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**The updated official version of the LCC Catalog is the on-line catalog and can be found at [www.laredo.edu](http://www.laredo.edu) (Admission/College Catalog).**

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**ADDITIONAL COURSE INFORMATION**

<table>
<thead>
<tr>
<th>STUDENT RESPONSIBILITIES:</th>
<th>Not missing any assignments without an acceptable excuse (e.g. illness, accident, any uncontrollable event). In the case of foreseeable reasons, you are expected to give advance notice. Check into the course regularly.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Respond to and develop what others have said; make comparisons and contrasts. Analyze and synthesize your classmate's ideas. Five sentences or more of feedback to classmate.</td>
</tr>
<tr>
<td></td>
<td>Be respectful and adhere to the same standards of courtesy, manners, and written language you would in a traditional class; this includes the use of proper grammar, sentence structure, and correct spelling.</td>
</tr>
<tr>
<td></td>
<td>Be prepared to gather your own audience of at least five people and videotape yourself in front of audience presenting your speeches. Place the camera so that both you and the audience members can be seen. <strong>Ten points will be deducted for each missing audience member.</strong></td>
</tr>
</tbody>
</table>
ONLINE TESTING INSTRUCTIONS FOR DISTANCE LEARNING COURSE

Center for Distance Learning
Fort McIntosh Campus – Lewis Energy Academic Center Building, Room 310
Phone Numbers: (956) 721-5211; (956) 721-5880

This course requires the use of Respondus LockDown Browser and a Monitor to take online exams. A webcam with a microphone is also required for online exams. The webcam can be built into your computer or can be the type that plugs in with a USB cable. Watch this short video to get a basic understanding of LockDown Browser and the webcam feature. Then download and install LockDown Browser from this link: Click Here

To take an online test, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review the Student Quick Start Guide (PDF).

Finally, when taking an online exam, follow these guidelines:

- Ensure you are in a location where you won't be interrupted
- Turn off all mobile devices, phones, etc.
- Clear your desk of all external materials — books, papers, other computers, or devices.
- Remain at your desk or workstation for the duration of the test.
- If a webcam is required, make sure it is plugged in or enabled before starting LockDown Browser.
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.
- If a webcam is required, you will be recorded during the test to ensure you're using only permitted resources.

In some cases students can take their exams in a proctored testing lab and Respondus Monitor would not be needed. Respondus LockDown Browser is always required to maintain the integrity of all exams.

For additional guidelines please visit the Respondus LockDown Browser website.

If you don’t have a webcam, please contact your instructor for other options. If you have problems downloading, installing, or taking a test with LockDown Browser, contact the CDL via e-mail @ distance@laredo.edu or complete an eHelp Desk request.
<table>
<thead>
<tr>
<th>Date</th>
<th>Brief Description of Topic</th>
<th>Assignments/Examinations/Activities with Brief Description</th>
<th>Chapters/Reading Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/26/16</td>
<td>Orientation</td>
<td><strong>Self Introductions</strong></td>
<td>Canvas Access</td>
</tr>
<tr>
<td>08/28/16</td>
<td>Foundations</td>
<td>Communication Principles</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>09/04/16</td>
<td>Perception</td>
<td>Schemas</td>
<td>Chapter 2</td>
</tr>
<tr>
<td>09/11/16</td>
<td>Verbal Communication</td>
<td>Linguistic Devices</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>09/18/16</td>
<td>Nonverbal Communication</td>
<td>Body language</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>09/25/16</td>
<td>Diversity</td>
<td>Communication and Culture</td>
<td>Chapter 5</td>
</tr>
<tr>
<td>10/02/16</td>
<td>Listening</td>
<td>Responding to Others</td>
<td>Chapter 6</td>
</tr>
<tr>
<td>10/09/16</td>
<td><em>Mid-semester</em></td>
<td><strong>Midterm Exam</strong></td>
<td>Chapter’s 1-6</td>
</tr>
<tr>
<td>10/16/16</td>
<td>Relationships</td>
<td>Interpersonal Relationships</td>
<td>Chapter 7</td>
</tr>
<tr>
<td>10/23/16</td>
<td>Maintaining Relationships</td>
<td>Managing Conflict in Relationships</td>
<td>Chapter 8</td>
</tr>
<tr>
<td>10/30/16</td>
<td>Small Group</td>
<td>NASA Team Survival Activity</td>
<td>Chapter 9</td>
</tr>
<tr>
<td>11/06/16</td>
<td>Leadership</td>
<td>Case Study Analysis</td>
<td>Chapter 10</td>
</tr>
<tr>
<td>11/13/16</td>
<td>Organizational Communication</td>
<td>Communication in the Workplace</td>
<td>Chapter 11</td>
</tr>
<tr>
<td>11/20/16</td>
<td>Researching Your Speech</td>
<td>Audience Analysis</td>
<td>Chapter 12</td>
</tr>
<tr>
<td>11/27/16</td>
<td>Organizing Your Speech</td>
<td>Outlining</td>
<td>Chapter 13</td>
</tr>
<tr>
<td>11/29/16</td>
<td>Speech Delivery</td>
<td>Managing Apprehension</td>
<td>Chapter 14</td>
</tr>
<tr>
<td>12/04/16</td>
<td>Informative Speaking</td>
<td><strong>Informative Speech</strong></td>
<td>Chapter 15</td>
</tr>
<tr>
<td>12/11/16</td>
<td>Persuasive Speaking</td>
<td><strong>Service learning Project</strong></td>
<td>Chapter 16</td>
</tr>
<tr>
<td>12/14/16</td>
<td>Proctored Exam w/Webcam</td>
<td><strong>Final Exam</strong></td>
<td>Chapter’s 1-16</td>
</tr>
</tbody>
</table>

* Schedule is subject to change.
The Secretary’s Commission on Achieving Necessary Skills (SCANS) has identified foundation skills and workplace competencies for students. Foundation Skills are defined in three areas: basic skills, thinking skills, and personal qualities. Basic Skills includes Reading, Writing, Arithmetic and Mathematical Operations, Listening, and Speaking effectively. Thinking skills include a worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. Personal Qualities include a worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty. Work Place Competencies include resources, interpersonal skills, information, systems, and technology.

Foundation Skills

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks.

F1. Reading: Locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.

F2. Writing: Communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flowcharts.

F3. Arithmetic: Performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques.

F4. Listening: Receives, attends to, interprets, and responds to verbal messages and other cues.

F5. Speaking: Organizes ideas and communicates orally.

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.

F6. Creative Thinking: Generates new ideas.

F7. Decision Making: Specific goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.

F8. Problem Solving: Recognizes problems and devises and implements plan of action.


F10. Knowing How To Learn: Uses efficient learning techniques to acquire and apply new knowledge and skills.

F11. Reasoning: Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, integrity, and honesty.

F12. Responsibility: Exerts a high level of effort and perseveres toward goal attainment.


F15. Self-Management: Assesses self accurately; sets personal goals, monitors progress, and exhibits self-control.

F16. Integrity/Honesty: Chooses ethical course of action.

Workplace Competencies

Resources

C1. Allocates Time: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.

C2. Allocates Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
C3. **Allocates Material and Facility Resources**: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.

C4. **Allocates Human Resources**: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

**Interpersonal**

C5. **Participates as a member of a team**: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.

C6. **Teach Others New Skills**: Helps others to learn.

C7. **Serves Clients/Customers**: Works and communicates with clients and customers to satisfy their expectations.

C8. **Exercises Leadership**: Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups: including responsibly challenging existing procedures, policies, or authority.

C9. **Negotiates to Arrive at a Decision**: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.

C10. **Works with Cultural Diversity**: Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

**Information**

C11. **Acquires and Evaluates Information**: Identifies need for data, obtains it from existing sources or creates it, and evaluates its relevance and accuracy.

C12. **Organizes and Maintains Information**: Organizes, processes, and maintains written or computerized reports and other forms of information in a systematic fashion.

C13. **Interprets and Communicates Information**: Selects and analyzes information and communicates the results to others using oral, written, graphic, pictorial, or multi-media methods.

C14. **Uses Computers to Process Information**: Employs computers to acquire, organize, analyze, and communicate information.

**Systems**

C15. **Understands Systems**: Knows how social, organizational, and technological systems work and operates effectively within them.

C16. **Monitors and Corrects Performance**: Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.

C17. **Improves and Designs Systems**: Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

**Technology**

C18. **Selects Technology**: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.

C19. **Applies Technology to Task**: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.

C20. **Maintains and Troubleshoots Technology**: Prevents, identifies, or solves problems in machines, computers, and other technologies.
I have read and understood the information and requirements of the course syllabus for

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Course & Number    Semester

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Student Name (Please Print)  Palomino ID  Date

Admission into and/or graduation from a program does not guarantee employment, a particular salary level, and/or passage on any licensure examinations.

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Student Signature

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Faculty Name  
(Please Print)